



945 Mt. Read Blvd.
Rochester, NY
14606



 Robert J. Duffy, Mayor
City of Rochester, NY



One number.

All City services.

No confusion.

311
one call
to City Hall
Rochester, New York

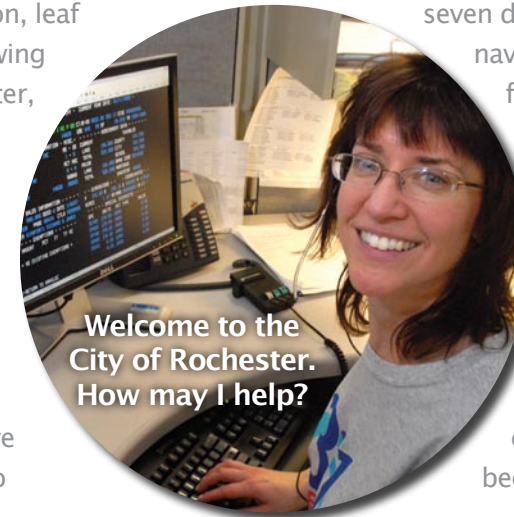
Rochester's world-class services just got even better.

Whether it's refuse collection, leaf pickup, sidewalk snow plowing or world-class drinking water, Rochester is a leader in providing quality customer service. 311-One Call to City Hall enhances these amenities by making City government even more accessible.

How Does it Work? Our live representatives are ready to assist you 24-hours-a-day,

seven days a week. Allow us to navigate the system for you to find the answers or the people you need.

We will keep track of relevant data from our new 311 Call Center to plan, forecast and budget for improved service delivery. Our goal is to improve our business processes and become more efficient.



Let us navigate the process...



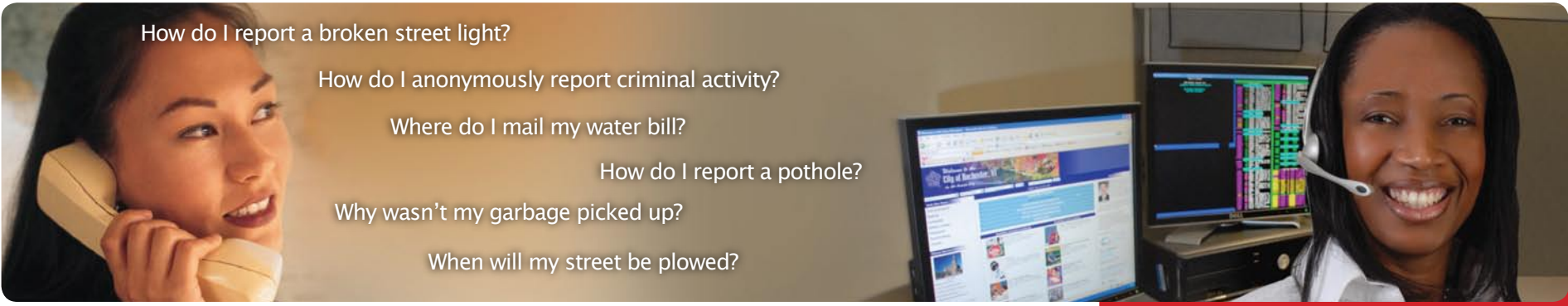


“We are committed to making City services and employees as accessible as possible. I am very proud to activate **311 – One Call to City Hall**. People no longer have to search through numerous pages in a telephone book when they have a question, need for service or a great idea.

We created **One Call to City Hall** to improve interaction with City government by consolidating our call centers and moving the operation under the Office of Management and Budget. This will allow us to accommodate a greater number of service calls and manage our resources much more efficiently.

One Call to City Hall will enhance our world-class amenities and we know that 311 can make a positive impact on economic development, public safety and education.”

Mayor Robert J. Duffy
City of Rochester, NY



Welcome to 311– One Call to City Hall.

What is 311? 311 is a simple three digit number residents, businesses and visitors can call to reach the City to get information, request services and report problems. From getting library hours, to reporting a stray dog in your neighborhood and a whole lot more, 311 is ready to help.



Who can call 311? Anyone within the Rochester city limits area can call 311 free of charge from a land telephone or cable line. 311 works on most cell phones as well.

Why was 311 created? The 311 service is part of an ongoing effort by Rochester to make access to City government easier and more responsive to the needs of residents, business owners and visitors.

What if I need to call 311 from outside the city limits? People outside of the Rochester city limits, including cell

phone users, can reach 311 customer service representatives by calling 585-428-5990.

Is it a free service? There is no charge for using 311. There is also no additional service assessment or fee that will be collected for 311 by your phone company. However, this is not a free call for pay phone users. Also, depending on your plan, your cellular phone company may charge minutes for this call.

When do I use 311, and when do I use 911? The 911 service is for emergencies, such as house fires and crimes in progress that require an immediate response by police, fire crews, or an ambulance. For all other City services, call 311.

Will 311 representatives be able to respond in other languages? If someone calls 311 who speaks a language that 311 staff cannot speak, a third-party translation service will join the call.

Will 311 representatives be able to respond to calls from hearing impaired individuals? The 311 representatives are equipped with computer-based technology that enables hearing impaired individuals to easily communicate with the City of Rochester using their current TDD/TTY devices. The 311 Call Center will have automated technology to respond to hearing impaired callers. The TDD/TTY direct number for 311 is 585-428-7600.

